MCCCD Account Self Service Password Reset

Password Reset Process

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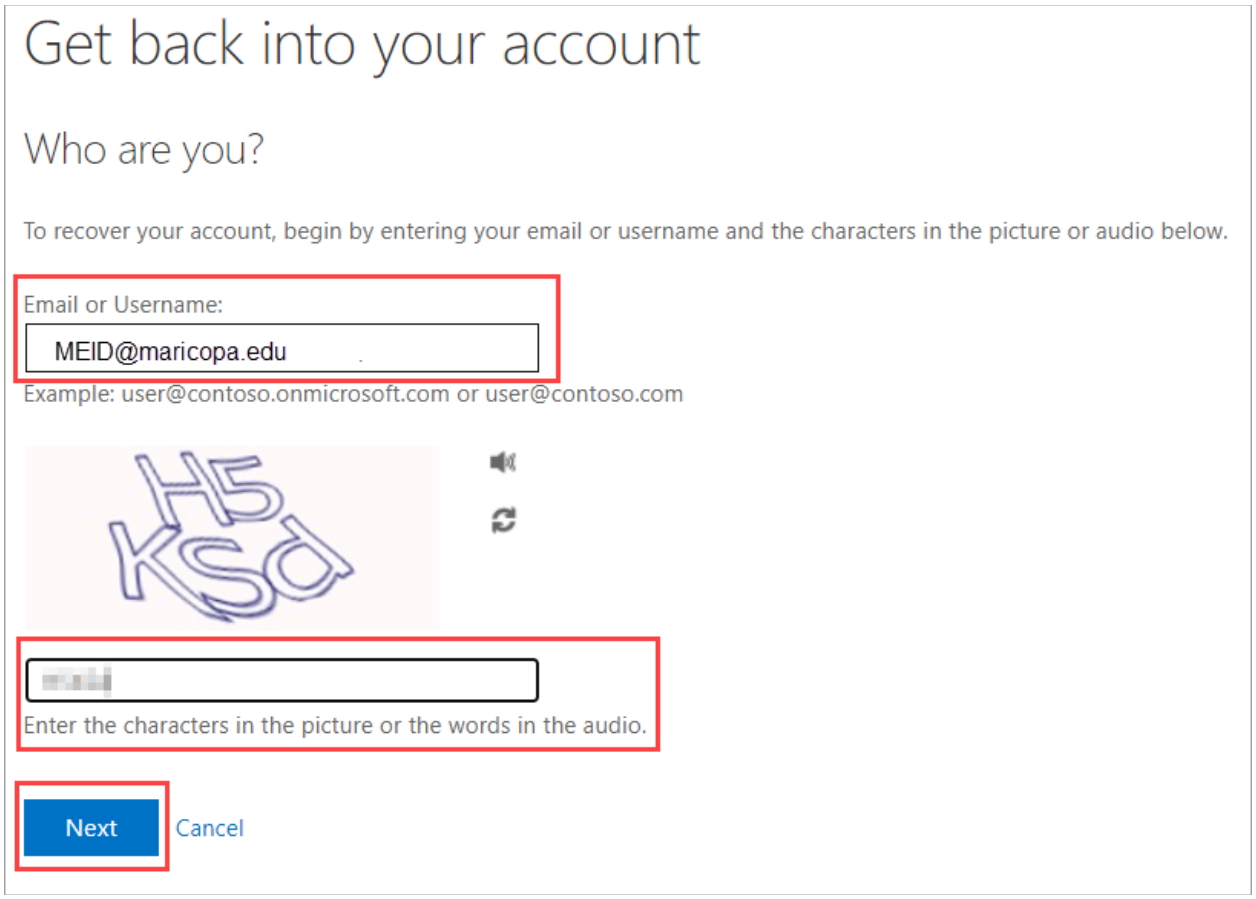
Faculty, staff and students at MCCCD can initiate the password reset process via IDME. Follow these steps to complete the reset process.



1. Enter your email address in the *Email or Username* textbox. Format - MEID@maricopa.edu
2. Type the Captcha code as displayed. Code is case sensitive.
3. Click **Next** to continue or **Cancel** to terminate the password reset process.

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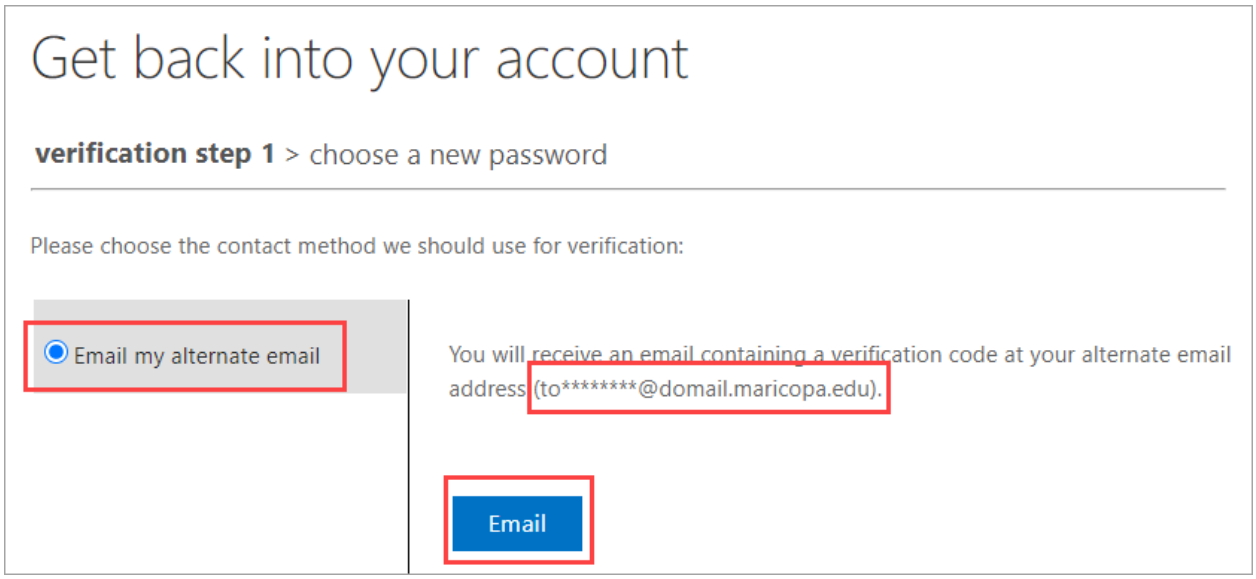
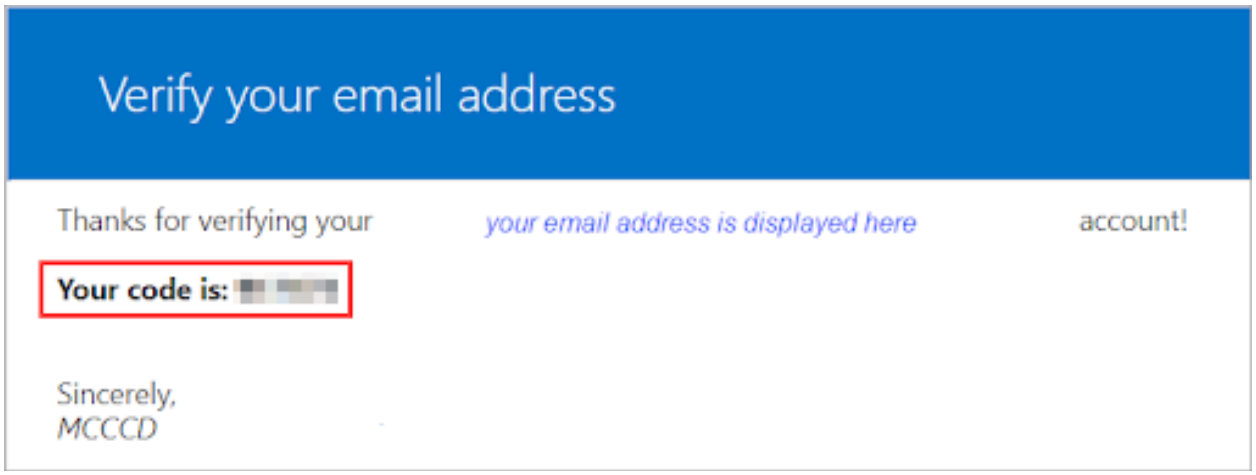
You are required to obtain a verification code to continue. To receive a verification code, two options are available. Email the code to you **(Option A)** or text the code to your mobile device **(Option B).**

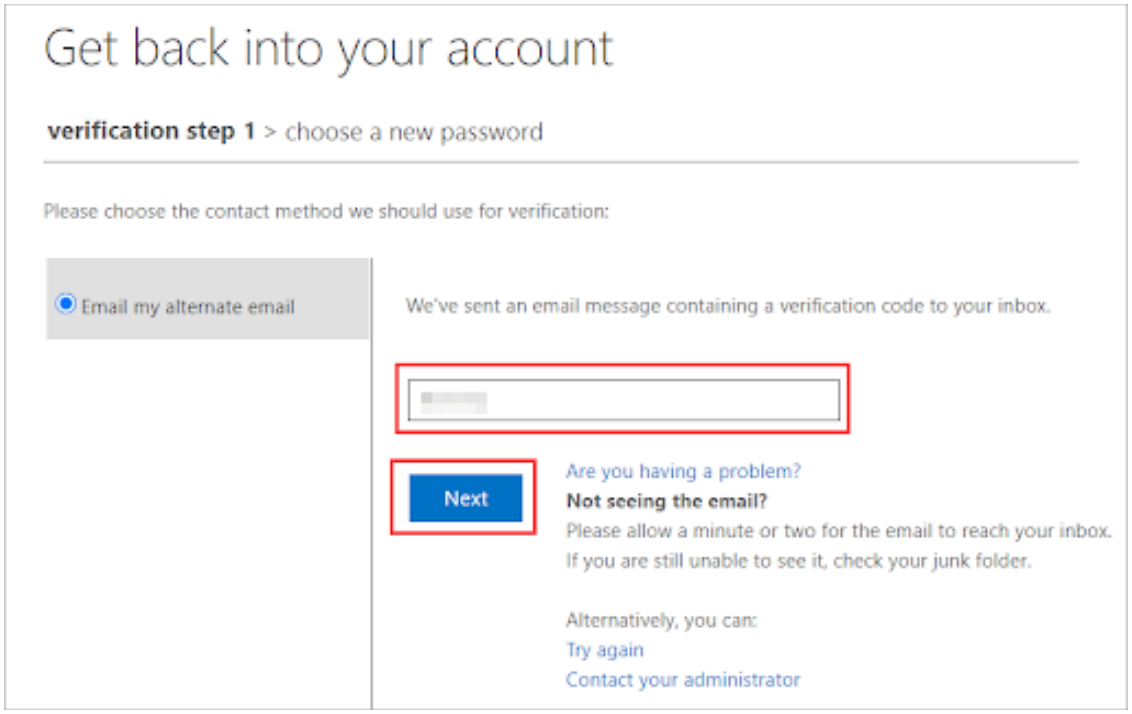
Option A (Skip this step and go to Option B if you would like to receive the code via text message.)



1. Confirm *Email my alternate email* is selected.
2. Verify the email address is correct.
3. Click **Email** to continue.



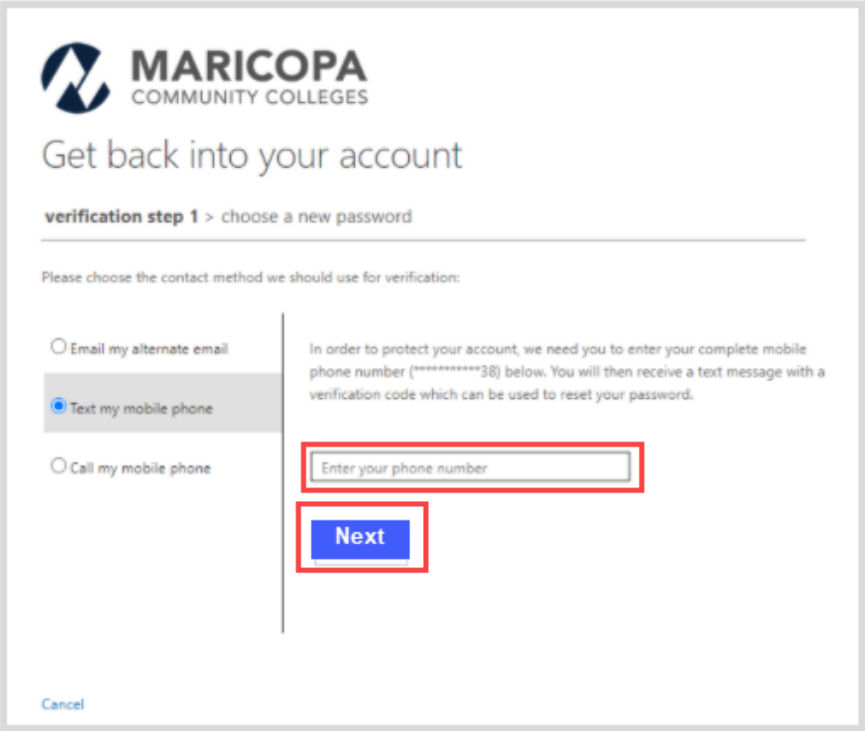
1. An email with your code will be sent to your email address.
2. The emailed code is required to continue the password reset process.



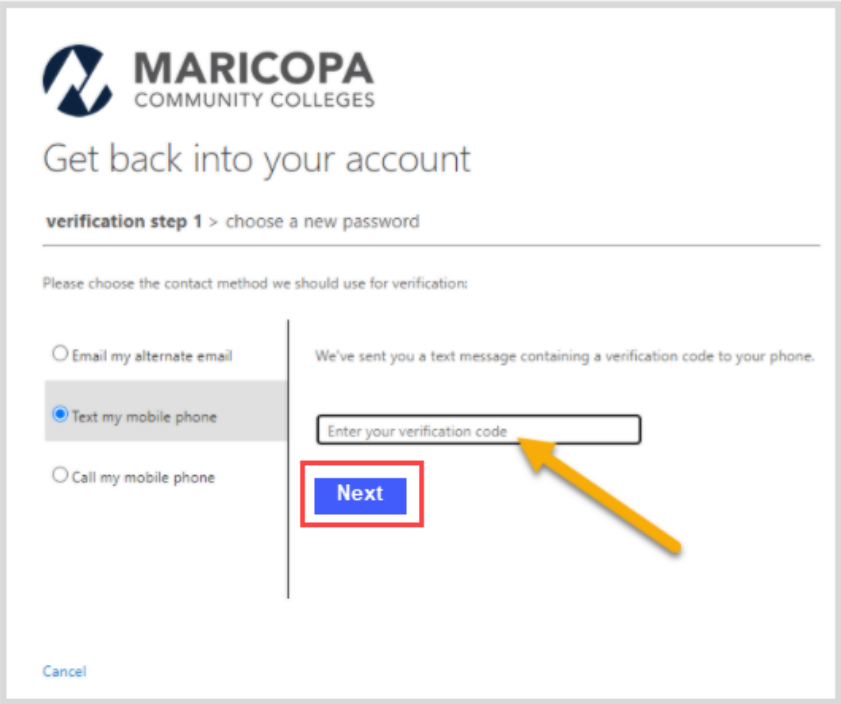
1. Enter the verification code.
2. Click **Next** to continue.

Option B (Skip this step if you received the verification code via email.)

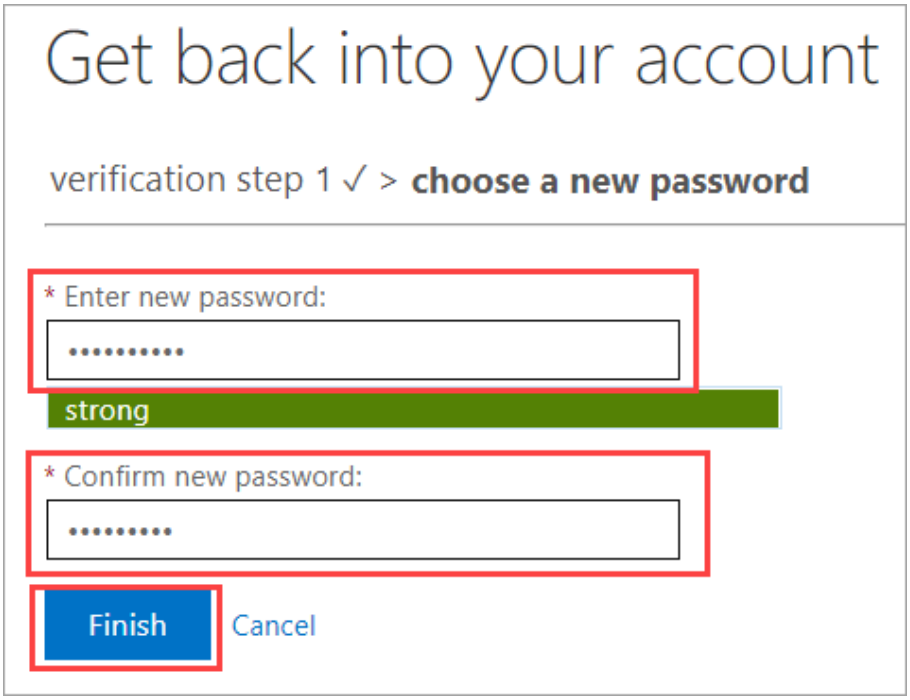
To verify via text message



1. Enter your complete phone number. Use the following format 1xxxxxxxxxx (no hyphens or parentheses).
2. Click **Next**.



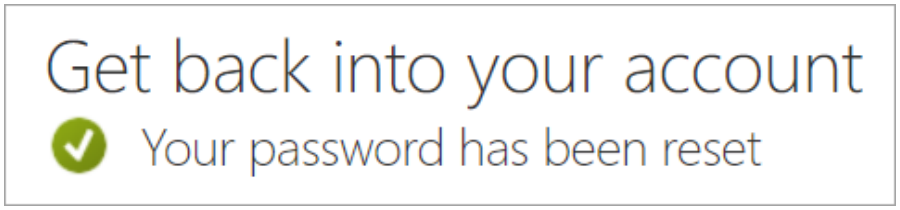
1. Enter the verification code you were sent via text message.
2. Click **Next**.



1. Type the new password.
2. Confirm the new password.
3. Click **Finish**.

Password Requirements for Students and Employees
All of these requirements must be met:

1. Must be at least **12 characters long**, with a maximum length of 24 characters.
2. Must contain character types from **3 of the 4** categories:
   - Uppercase (A, B, C, ...)
   - Lowercase (a, b, c, ...)
   - Numerals (0 through 9)
   - Special characters, such as ~ ` ! @ # $ % ^ & * - + = \ | { } ( )
3. Must not contain the user's account name, first/middle/last name, number substitutions (i.e., 3 for E), sequential (e.g., 123, abc) or repeating characters, commonly used words, or MEID.
4. The previous **10 passwords** may not be reused.
5. Passwords entered incorrectly 10 consecutive times or more shall be locked out for 15 minutes.



This message confirms that your password was reset successfully.